

Delaware City, Delaware - Job Posting
Title: Special Events & Programs/Customer Service
Representative
Part-Time

Effective October 29, 2018

Job purpose

This is an administrative support position within the organization that is expected to perform a wide range of local government customer service functions while also serving in the roll of **special events and programs lead** for our organization and growing community.

Duties and responsibilities

- Serves as front line customer service representative answering phones and addressing visitors to our office – in an **engaged and friendly manner**.
- Assists organization in addressing the varied needs of the community with **professionalism and curtesy** to both internal and external customers and peers.
- **Serves as problem solver and takes responsibility** for providing accurate and timely information and/or responses.
- Completes routine office tasks as assigned and understands timelines and task completion including receiving and posting payments, assistance with tax billing annually and newsletter production, maintaining a cash drawer.
- **Seeks to be an integral part of our organization through a high level of engagement and interest.**
- **Assists and or leads the preparation of city-wide small- and large-scale events and programs (annual and otherwise) solo or with the assistance of various committees.**
- **Attendance and oversight of events and programs including the need to work additional hours (over 20 with approval) certain periods of the year to facilitate successful events.**
- Maintains contact lists for vendors, performers, partner agencies, etc. to support successful events.
- Prepares written and oral reports on program/event status.
- Promotes a positive image of the City through these efforts at all times.
- Attends City Council Meetings and other meetings, programs and events at the direction of the City Manager.
- **Working hours subject to modifications, with notice**, to best meet the needs of organization and position goals.
- Performs other duties as assigned.

Employment Standards/Experience

- **General experience and knowledge of event coordination and logistics.**
- Demonstrated ability and proficiency in the use of Microsoft Office, website administration and desktop publishing.
- **Ability to plan, organize, promote and implement a wide variety of recreational and community programs.**
- Possess the physical skills to perform the duties of the position.
- **Strong interpersonal skills** to foster and maintain effective working relationships with city employees, elected officials and the general public.
- The ability to communicate effectively, both orally and in writing.
- **Display good judgement, integrity, thoroughness and dependability.**
- Possession of a valid drivers license and good driving record.
- **Ability to take direction and work independently.**
- Any combination of experience, education and/or training deemed to provide the minimum desirable employment standards.
- **Highly creative and productive, self-starter on daily work tasks.**
- Equivalent experience and training will be considered.

Working conditions

Working conditions are primarily that of an office with regular out of doors and program/event work and duties common to recreational and community event programming. Adherence to schedules, budgets and timelines are a regular aspect of this work.

Physical requirements

Ability to sit, stand and operate typical office machinery for extended periods of time in an office environment. Ability to lift (overhead at times) carry related materials/parts of at least 25 pounds while utilizing proper safety measures. Ability to type on a keyboard, use a mouse and view monitors/smaller screens for an extended period of time in an office setting or at events or programs.

Interested candidates with the skills and training noted above should submit their resume by November 12, 2018 to:

**City Manager
Delaware City, Delaware
407 Clinton Street
PO Box 4159
Delaware City, DE 19706
or
chouck@ci.delaware-city.de.us**

Provided for reference only.

Always consult current legislation in your jurisdiction to create policies and procedures for your organization.